

Introduction to LISTSERV

DCRT Network Systems Branch
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About the Instructor

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Agenda

- Introduction
- What is **LISTSERV**
- Communicating with **LISTSERV**
- List User Information
- Break
- List Owner Information
- For Further Information

What Is **LISTSERV**?

- **LISTSERV** is a system that allows you to create, manage, and control electronic “mailing lists” on a network.
- **LISTSERV** enables people with common interests (e.g., ICD staff, NIH Technical LAN Coordinators) to easily exchange e-mail with others who share that interest.

What Is LISTSERV? (cont'd)

- With LISTSERV, users interested in a particular topic can subscribe to a list that deals with that topic.
- When mail is sent to the list, LISTSERV automatically distributes copies to all the list subscribers. The sender doesn't need to know who the subscribers are or where they are located. LISTSERV keeps track of it!

Why Use LISTSERV?

LISTSERV is ideal for:

- large or numerous e-mail distributions on a given topic
- back and forth e-mail discussion on a specific topic
- announcements to a specific group

More Reasons to Use **LISTSERV**

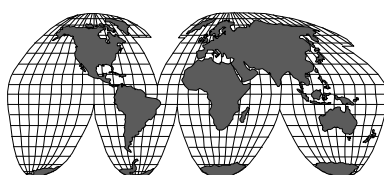
- subscribing and unsubscribing can be done by user or owner -- saves typing long lists of addressees
- reaches many people interested in a given topic
- automatic error processing
- extremely flexible -- lots of options for managing lists

Communicating with **LISTSERV**

- To communicate with **LISTSERV**, use e-mail
- **LISTSERV** is accessible from any e-mail system connected to the Internet
- At NIH this means any e-mail service connected to NIHnet

Coming Soon:

World Wide Web access to **LISTSERV** functions. Watch the **LISTSERV** Home Page for the latest developments.



List User Information

- Posting to a List
- **LISTSERV** Commands
- List Archive Commands

Posting To a List

To post (send mail) to a list:

- Send e-mail to
LISTNAME@LIST.NIH.GOV
- Type the message to be posted in the body of the e-mail message
- All of the list subscribers will receive your message automatically

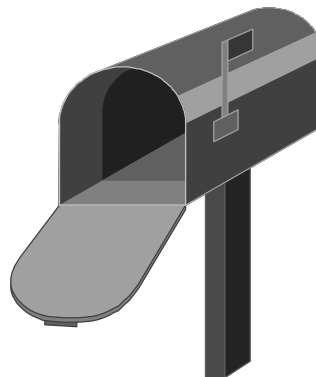
Posting To a List: Example

To: netlog@list.nih.gov
From: Jim Brunetti <brunetti@alw.nih.gov>
Date: Fri, 31 May 1996 10:16:02 EDT
Subject: Power Outage in Router Room

At 6:00 p.m. on Tuesday June 4, all routers in Bldg. 10 will be moved to the new permanent CC Computer Room UPS power grid.

Posting To a List (cont'd)

Once you subscribe to a list, you begin receiving postings from the list.



Posting To a List: Sample Output

Date: Fri, 31 May 1996 19:18:12 0400
Reply-To: Jim Brunetti <brunetti@ALW.NIH.GOV>
Sender: "NIHnet LOG of problems, changes, and
resolutions on the NIH network"
<NETLOG@LIST.NIH.GOV>
From: Jim Brunetti <brunetti@ALW.NIH.GOV>
Subject: Power outage in Router Room
X-To: nih10@LIST.NIH.GOV
X-cc: netlog@LIST.NIH.GOV
To: Multiple recipients of list NETLOG
<NETLOG@LIST.NIH.GOV>

At 6:00 AM on Tues. June 4, all routers in Bldg. 10 will be moved to the new permanent CC Computer Room UPS power grid.

Sending Commands to LISTSERV

- Address an e-mail message to
LISTSERV@LIST.NIH.GOV
- Type the command(s) in the body of the
message
- One command per line
- The subject is ignored

Sending Commands to **LISTSERV** Example: Subscribing to a List

To: listserv@list.nih.gov
From: "BRONNA COHEN" <BRON@NIH.GOV>
Date: Fri, 6 Jun 1996 10:16:02 EDT
Subject:

SUBscribe tlc-I Bronna T. Cohen

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LISTSERV User Commands

INFO	Get basic information about LISTSERV
SUBscribe	Sign on to a mailing list
UNSUBscribe	Sign off a mailing list
LISTS	Receive a listing of all the mailing lists at a server
REview	Receive details of a mailing list
QUERY	Review your optional settings for a mailing list
SET	Change your optional settings for a mailing list
HELP	Obtain a list of commands

INFO Command Asking LISTSERV for Help

To: listserv@list.nih.gov
From: "BRONNA COHEN" <BRON@NIH.GOV>
Date: Thu, 6 Jun 1996 05:46:05 EDT
Subject:

INFO

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listmaster@list.nih.gov

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INFO Command: Sample Output

> INFO

List of information files available from LISTSERV@LIST.NIH.GOV:

REFcard	(LISTSERV REFCARD)	Command reference card
Present	(LISTPRES MEMO)	Presentation of LISYSERV for new users
GENintro	(LISTSERV MEMO)	General information about LISYSERV
KEYwords	(LISTKEYW MEMO)	Description of list header keywords
FILEs	(LISTFILE MEMO)	Description of the file-server functions
Lpunch	(LISTLPUN MEMO)	Description of the LISYSERV-Punch format
JOB	(LISTJOB MEMO)	Description of the Command Jobs feature
OWNers	(LISTOWNR MEMO)	Description of list-owners commands

You should order the PREsentation or GENintro guides if you are new to LISYSERV.

SUBscribe Command Joining a List

To: listserv@list.nih.gov
From: "BRONNA COHEN" <BRON@NIH.GOV>
Date: Fri, 6 Jun 1996 10:16:02 EDT
Subject:

SUBscribe tlc-l Bronna T. Cohen

NOTE: LISYSERV gets your e-mail address from the "From:" line of your e-mail message.

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listmaster@list.nih.gov

UNSUBscribe Command Quitting a List

To: listserv@list.nih.gov
From: "BRONNA COHEN" <BRON@NIH.GOV>
Date: Fri, 6 Jun 1996 10:16:02 EDT
Subject:

UNSUBscribe tlc-l

NOTE: You need only the command and the name of the list. LISTSERV gets your e-mail address from the "From:" line of your e-mail message.

The "OK" Confirmation Mechanism

- To protect your list from tampering, LISTSERV may require confirmation of certain commands such as SUBSCRIBE and UNSUBSCRIBE
- When you receive a confirmation request:
 - ◆ reply to the message
 - ◆ type "**OK**" in the body of the e-mail and *delete everything else!*
 - ◆ send the message

Unsubscribing When Your E-mail Address Has Changed

Problem: Your e-mail address has changed since you subscribed to a list, and **LISTSERV** will not let you unsubscribe.

Solution: The following address will always reach the list owner. Send e-mail requesting assistance to:

LISTNAME-REQUEST@LIST.NIH.GOV

LISTs Command Retrieving a List of Lists

To: listserv@list.nih.gov
From: "BRONNA COHEN" <BRON@NIH.GOV>
Date: Fri, 6 Jun 1996 10:16:02 EDT
Subject:

LISTs

LISTs Command: Sample Output

> **LISTS**

COBOL-L	The NIH COBOL Transition
D-ORAL-L	Oral Microbiology/Immunology Interest Group
D-PERIO	NIDR, Periodontal Diseases Program Discussion
DCRTAM-L	DCRT Architectural Management Staff
DCRCTG-L	DCRT Connectivity Group
KAOSKL-L	BLS Nonlinear Dynamics Seminar List
LANMAN-L	Microsoft LAN Manager discussion list
NIHAGR-L	Composition of the NIH Animal Genetic Resource
NIHNET	Mail center for NIHnet questions and problems

LISTs GLOBAL Command Getting a List of Lists From Around the World

To: listserv@list.nih.gov
From: "BRONNA COHEN" <BRON@NIH.GOV>
Date: Fri, 6 Jun 1996 10:16:02 EDT
Subject:

LISTs GLOBAL /xyz

**Retrieves a list of lists from all over the world
whose name contains "xyz".**

REView Command Obtaining Basic Info About a List

To: listserv@list.nih.gov
From: "BRONNA COHEN" <BRON@NIH.GOV>
Date: Fri, 6 Jun 1996 10:16:02 EDT
Subject:

REVIEW test-I

REView Command: Sample Output

```
* NIH Test List
*
* Review= Private          Subscription= Closed
* Send= Private           Notify= Yes
* Ack= Yes                Errors-To= Owners
* Service= Local          Confidential= Service
* Default-Options= Repro   Safe= No
* Validate= Yes,Confirm    Confirm-Delay= 96
* Reply-To= List,Respect
* Notebook= Yes,/d2/listserv/test-I,Monthly,Private
*
* Owner= COHENB@MAGIC.DCRT.NIH.GOV (Bronna Cohen)
*
ezr@cu.nih.gov Edward Rogers
babs@helix.nih.gov Barbara Wood
```

QUERY Command

Checking out Your List Options

QUERY *listname*

(get your info for specified list)

QUERY *

(get your info for all lists at this server to which you are subscribed)

QUERY Command:

Sample Output

Date: Tue, 18 Jan 1995 16:44:38 -0500
From: <LISTSERV@LIST.NIH.GOV>
Subject: Output of your job "bron"
To: Bronna Cohen <bron@nih.gov>

> query test-l

Distribution options for Bronna Cohen <bron@nih.gov>,
list TEST-L: Ack= Yes, Mail= Yes, Files= Yes,
Repro= Yes, Header= Short(BSMTP), Conceal= No

SET Command Setting Your List Options

SET *listname options*

Example:

To: listserv@list.nih.gov
From: "BRONNA COHEN" <BRON@NIH.GOV>
Date: Fri, 6 Jun 1996 10:16:02 EDT
Subject:

set test-l conceal

Selected SET Command User Options

Conceal	prevents the subscriber's name and e-mail address from appearing on the output of a review command.
Nomail	stops the list from sending mail to the subscriber -- useful for vacations, etc.
Repro	means you want to receive a copy of your own postings to the list.
Digest	postings consolidated into a single, usually daily, message - good for busy lists.
Index	postings for the day are listed by message subject, with instructions for requesting copies of the messages themselves.
Ack	causes you to receive an e-mail acknowledgement message when you post to the list.

Questions?



List Archives

- List archives are stored files containing list postings for a specific time period (monthly is most common).
- Archives are kept for a list if the **Notebook= Yes** keyword is set (most NIH lists).

List Archive Commands

INDeX	get a list of archived files
GET	retrieve an archived file
SEARCH	search archived files
GETPOST	retrieve a file found by the search

INDeX Command Getting a List of Archived Files

INDeX *listname*

Example:

To: listserv@list.nih.gov
From: "BRONNA COHEN" <BRON@NIH.GOV>
Date: Fri, 6 Jun 1996 10:16:02 EDT
Subject:

INDeX tlc-l

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Index Command: Sample Output

Date: Fri, 6 Jun 1996 10:20:07 0400
From: "L-Soft list server at NIH (1.8b)"
<LISTSERV@LIST.NIH.GOV>
Subject: File: "TLC-L FILELIST"
To: CohenB@MAGIC.DCRT.NIH.GOV

* TLC-L FILELIST from LISTSERV@LIST.NIH.GOV

*

* Archive files for the TLC-L list at LIST.NIH.GOV
* (monthly logs)

			rec		last - change	
* filename	filetype	GET PUT -fm	lrci	nrcs	date	time
-----	-----	-----	-----	-----	-----	-----
TLC-L	LOG9507	LOG OWN V	73	23	96/05/30	10:34:07
TLC-L	LOG9508	LOG OWN V	79	375	96/05/30	10:34:09
TLC-L	LOG9509	LOG OWN V	79	384	96/05/30	10:34:11
TLC-L	LOG9510	LOG OWN V	80	5f2329	96/05/30	10:34:15

GET Command Obtaining an Archived File

GET *listname filename*

Example:

To: listserv@list.nih.gov
From: "BRONNA COHEN" <BRON@NIH.GOV>
Date: Fri, 6 Jun 1996 10:30:02 EDT
Subject:

get tlc-l log9507

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GET Command: Sample Output

To: listserv@list.nih.gov
From: "BRONNA COHEN" <BRON@NIH.GOV>
Date: Fri, 6 Jun 1996 10:32:02 EDT
Subject: Results/Archive of LOG9507 for List TLC-L

```
=====
Date:      Thu, 30 Jul 1995 09:26:47 EDT
Reply-To:  TLC List <TLC-L@LIST.NIH.GOV>
Sender:    TLC List <TLC-L@LIST.NIH.GOV >
From:      JOHN SMITH <JYC@CU.NIH.GOV>
Subject:   Anyone Home
```

Is this a quiet list or have I gone net-deaf?

```
=====
```

SEARCH Command Searching for Archive Files

SEARCH *term1 [term2 term3 etc.] in listname*

Use the SEARCH command to search the archives of a specific list for one or more key terms.

Example:

To: listserv@list.nih.gov
From: "BRONNA COHEN" <BRON@NIH.GOV>
Date: Fri, 6 Jun 1996 10:30:02 EDT
Subject:

search power outage in nsblog

SEARCH Command: Sample Output

> SEARCH POWER OUTAGE IN NSBLOG
-> 4 matches.

Item #	Date	Time	Recs	Subject
007482	97/03/16	14:48	60	Another power outage Sat evening
007491	97/03/18	10:52	39	B15F
007492	97/03/18	12:11	15	Power outages around campus today 4-5pm
007497	97/03/19	09:58	16	Building 31 B wing power on 3/22

GETPOST Command Requesting an Archived Message

GETPOST *listname* #

Example:

To: listserv@list.nih.gov
From: "BRONNA COHEN" <BRON@NIH.GOV>
Date: Fri, 6 Jan 1997 10:30:02 EDT
Subject:

GETPOST NSBLOG 7491

Questions?



List Owner Information

- Setting up a new list
- List settings
- Passwords
- The “OK” confirmation mechanism
- Modifying the list header
- Adding and deleting users
- Mail delivery errors - “bounced mail”
- Additional **LISTSERV** topics

Setting Up a New List

- Any NIH employee (or registered NIH Computer Facility user) can set up a new list and become a list “owner”
- List owners are responsible for managing lists that they “own”
- Each LISTSERV list must have at least one owner who is willing to be responsible for the list. Lists with no owners (or owners who cannot be reached) may be terminated

Setting Up a New List: List Owner Privileges

List Owners can:

- add and remove subscribers
- stop and start mail
- suspend and resume list subscriptions
- review mail before it is posted
- determine who can join the list
- determine who knows about the list
- determine who can post to the list
- set up list archives and decide who sees them

Setting Up a New List: The Online List Application Form

- 1) Go to the **LISTSERV** Home Page:
<http://list.nih.gov>
- 2) Click on “Apply for a New List Online.”
- 3) Fill out and submit the online application.
- 4) Problems? Call (301) 594-DCRT and ask for assistance.

Setting Up a New List: A Few Words on Owner Addresses...

- **LISTSERV KNOWS YOU BY THE “FROM” ADDRESS** it sees when you send e-mail. (This is true for all **LISTSERV** users, not just list owners.)
- The owner address given on the application form **MUST EXACTLY MATCH** the “From:” address on your outgoing e-mail, or **LISTSERV** will not recognize you as the owner.
- In most cases, your “NIH directory address,” e.g. **bron@nih.gov**, will not work! (Eudora users a possible exception)

Setting Up a New List: Notice to List Owners

Since your list will be running at the NIH Computer Center at the expense of the American taxpayers, it must constitute a valid use of Federal funds.

Online Application Form: List Settings

- The list settings determine how the list functions.
- List settings are specified using LIST CONTROL KEYWORDS.
- List settings are displayed in the list HEADER (next slide). To see the list header, use the REView command.
- List settings are selected by the list owner when the list is established. They may also be modified after the list is established.

REView Command: Sample Output

```
* NIH Test List
*
* Review= Private           Subscription= Closed
* Send= Private            Notify= Yes
* Ack= Yes                 Errors-To= Owners
* Service= Local           Confidential= Service
* Default-Options= Repro   Safe= No
* Validate= Yes,Confirm    Confirm-Delay= 96
* Reply-To= List,Respect
* Notebook= Yes,/d2/listserv/test-l,Monthly,Private
*
* Owner= COHENB@MAGIC.DCRT.NIH.GOV (Bronna Cohen)
*
ezr@cu.nih.gov  Edward Rogers
babs@helix.nih.gov  Barbara Wood
```

List Settings: SERVICE Keyword

SERVICE keyword: defines a “service area” outside of which subscription requests are not accepted. Possible values:

LOCAL - NIH only*

* includes all addresses ending in NIH.GOV, NCIFCRF.GOV, or CBER.FDA.GOV

List Settings: SERVICE Keyword (cont'd)

The service keyword may also be set equal to a specific domain or set of domains:

SERVICE= domain1,domain2...

Example (NCI-only list):

SERVICE= *@nci.nih.gov,*@ncifcrf.gov

List Settings: REVIEW Keyword

REVIEW keyword: determines who may view the list subscribers and settings (output of REView command).

OWNER	only list owner may view
PRIVATE	only list subscribers may view
SERVICE	only users within service area may view
PUBLIC	anyone may view

List Settings: SUBSCRIPTION Keyword

SUBSCRIPTION keyword: determines how subscription requests are handled by **LISTSERV**.
Possible values:

CLOSED	only the owner may add/delete subscribers; subscription requests are ignored
BY OWNER	anyone may send a subscription request; subscription requests are forwarded to owner for approval
OPEN,CONFIRM	anyone may subscribe; subscriber will receive a confirmation message requiring a response

List Settings: SEND Keyword

SEND keyword: restricts who may send mail "post" to the list. Possible values:

OWNER	only the list owner may post to the list
EDITOR	puts list under control of an editor (see EDITOR keyword)
PRIVATE	only list subscribers may post to the list
SERVICE	only users within service area may post
PUBLIC	anyone may post to the list

List Settings: EDITOR Keyword

EDITOR keyword: defines a list editor to whom all mail will be sent for approval before being posted to the list.

If you set "SEND= EDITOR", you must specify at least one editor:

Editor= cohenb@exchange.nih.gov
Editor= brunetti@alw.nih.gov

List Settings: REPLY-TO Keyword

REPLY-TO keyword: sets a default value for the "Reply-To:" field in the header of list mail. Possible values:

SENDER,RESPECT	replies to postings are addressed to sender
LIST,RESPECT	replies to postings are addressed to entire list

List Settings: CONFIDENTIAL Keyword

CONFIDENTIAL keyword: determines whether the list appears in the "List of Lists" (a list of all known lists, output of the **LISTs** command). Possible values:

YES	list is hidden from List of Lists
SERVICE	appears on List of Lists within defined service area
NO	appears on global List of Lists

List Settings: NOTEBOOK Keyword

NOTEBOOK keyword: determines whether list archives are kept, how often they are stored, and who may view them. Possible values:

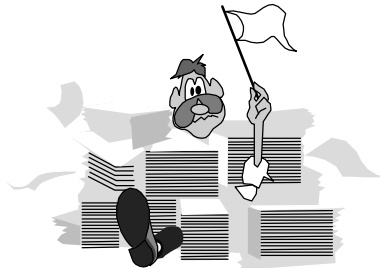
YES	archives are kept
NO	archives are not kept
WEEKLY	archive file stored weekly
MONTHLY	archive file stored monthly
YEARLY	archive file stored yearly
SEPARATE	each posting archived separately
OWNER	only the owner may view archived files
PRIVATE	only list subscribers may view archived files
SERVICE	only users within defined service area may view archived files
PUBLIC	anyone may view archived files

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Questions?



Break



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Passwords

- Required for commands restricted to list owners, such as ADD, DELETE, and PUT
- May be modified by the list owner
- Two kinds:
 - ◆ personal password
 - ◆ list password (no longer recommended)

Passwords: List Passwords

- Associated with a specific list
- Initially defined when the list is created
- To change a List Password, modify the list header
- No longer recommended

Passwords: Personal Passwords

- Associated with a *specific e-mail address* rather than with a specific list
- User created
- Especially useful for list owners with multiple lists

Passwords: Creating a Personal Password

To: listserv@list.nih.gov
From: "Bronna Cohen" <BRONNA@HELIX.NIH.GOV>
Date: Fri, 6 Jun 1996 10:16:02 EDT
Subject:

PW ADD *mypassword*

NOTE: LISTSERV obtains your e-mail address from the "From:" line of your e-mail. No list name is given because the Personal Password is not associated with a specific list. LISTSERV will request confirmation for this command.

Passwords: Resetting a Personal Password

The PW RESET command tells LISTSERV to forget your Personal Password. To set a new one, use the PW ADD command. LISTSERV will request confirmation for this command.

To: listserv@list.nih.gov
From: "BRONNA COHEN" <BRON@NIH.GOV>
Date: Fri, 6 Jun 1996 10:16:02 EDT
Subject: Resetting a Personal Password

PW RESET

Passwords: Changing a Personal Password

The PW CHANGE command lets you change your Personal Password. LISTSERV will request confirmation for this command.

To: listserv@list.nih.gov
From: "BRONNA COHEN" <BRON@NIH.GOV>
Date: Fri, 28 Mar 1997 12:10:02 EDT
Subject: Changing a Personal Password

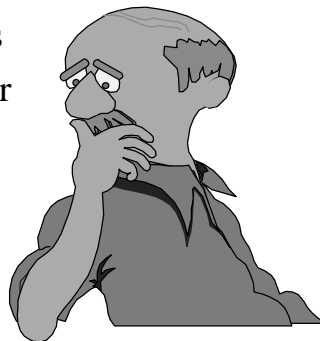
PW CHANGE *oldpassword newpassword*

Questions?



Modifying the List Header: Top Three Reasons

- to update an owner address
- to add or delete a list owner
- to change a list setting



Modifying the Header: Three Steps to Success...

- 1) GET the list header
- 2) Modify the list header
- 3) Mail (“PUT”) the modified header back to
LISTSERV

Modifying the List Header: The GET (HEADER Command

To: listserv@list.nih.gov

GET *listname* (HEADER [NOLOCK] PW= *password*

NOTES: The (is required.
The list will LOCK when you GET the
header. Use the PUT command to unlock,
or use optional NOLOCK keyword

Modifying the List Header: Output of the GET (HEADER Command

```
PUT TEST-L LIST PW=XXXXXX
*
* NIH Test List
*
* Review= Private           Subscription= Closed
* Send= Private             Notify= Yes
* Ack= Yes                  Errors-To= Owners
* Service= Local            Confidential= Service
* Default-Options= Repro    Safe= No
* Validate= Yes,Confirm     Confirm-Delay= 96
* Reply-To= List,Respect
* Notebook= Yes,/d2/listserv/test-l,Monthly,Private
*
* Owner= COHENB@MAGIC.DCRT.NIH.GOV (Bronna Cohen)
```

Modifying the List Header: The PUT Command

```
PUT TEST-L LIST PW= currentpw
*
* NIH Test List
*
* Review= Private           Subscription= Closed
* Send= Private             Notify= Yes
* Ack= Yes                  Errors-To= Owners
* Service= Local            Confidential= Service
* Default-Options= Repro    Safe= No
* Validate= Yes,Confirm     Confirm-Delay= 96
* Reply-To= List,Respect
* Notebook= Yes,/d2/listserv/test-l,Monthly,Private
*
* Owner= COHENB@MAGIC.DCRT.NIH.GOV (Bronna Cohen)
* Owner= bronna@helix.nih.gov (Bronna Cohen)
```

Modifying the List Header: Warnings...

- If your e-mail software appends a signature to your outgoing mail, **turn it off** (good policy in general when sending commands to **LISTSERV**)!!!
- Make sure the header lines do not wrap, and that there are no blank lines. All lines except the first (the **PUT** line) **must** begin with *****
- Make sure your e-mail software does not add an angle bracket **>** at the beginning of each line
- Delete any mail headers inserted by your e-mail software

Questions?



Adding and Deleting Users: ADD Command

The ADD command is used to manually add users to a list.

[QUIET] ADD listname user@host user name [PW= password]

NOTE: Owner must correctly type the e-mail address, or mail will bounce. Where possible, users should subscribe themselves.

Adding and Deleting Users: ADD Command Example

To: listserv@list.nih.gov
From: BRONNA COHEN <BRON@NIH.GOV>
Date: Mon, 18 Oct 1996 14:07:40 EDT
Subject:

```
quiet add test2-l xxx@helix.nih.gov John Doe PW=password
quiet add test2-l xxx@cu.nih.gov Jane Smith PW=password
// add rsanet Marie-Claire.Orgebin-Crist@mcmail.vanderbilt.edu ,
Orgebin-Crist, Marie-Claire PW= password
```

NOTE: QUIET option - subscriber is not notified of the add. Owner is notified.

Adding and Deleting Users: DELETE Command

The DELETE command is used to manually delete users from a list.

[QUIET] DELETE *listname user@host*[PW= *password*]

NOTE: User e-mail address must exactly match address in subscriber list, or request will fail. Where possible, users should unsubscribe themselves.

Adding and Deleting Users: DELETE Command (cont'd)

- Requires the user's e-mail address
as it appears on the list of subscribers
- DO NOT include the user name
- Users can remove themselves from a list using the UNSUBscribe command
- Use to delete users who cannot unsubscribe because their e-mail address has changed or they have left the job.

Adding and Deleting Users: DELETE Command Example

To: listserv@list.nih.gov
Date: Fri, 6 Jun 1996 10:16:02 EDT
From: "BRONNA COHEN" <BRON@NIH.GOV>

```
quiet del test2-l jim_smith%9-7771111@fax.nih.gov  
quiet del test2-l xxx@helix.nih.gov
```

NOTE: QUIET option - subscriber is not notified of the delete. Owner is notified.

Questions?



Mail Delivery Errors: “Bounced Mail”

When LISTSERV is unable to deliver mail, it sends an error message to the person(s) specified in the “Errors-to” keyword of the list (usually the list owner). This is known as “bounced” mail.

Mail Delivery Errors: More on “Bounced Mail”

As owner of a list, there will be times when you will have to deal with bounced mail. If the list is large, or very busy, even a few bad addresses can generate a lot of bounce messages. You are responsible for deleting users who are consistently generate bounced mail.

Mail Delivery Errors: Even More on “Bounced Mail”

Common causes of bounced mail:

- Subscriber’s mailbox is full
- Invalid or incorrect subscriber userID (user account deleted)
- Host or e-mail gateway temporarily down or unreachable
- Host machine no longer exists

Mail Delivery Error #1: No Such User at Host

Most of the time, this is authoritative and indicates that the user is no longer available at that site (e.g., no longer employed).

Solution: use QUIET DELETE to remove the user from your list.

Mail Delivery Error #2: No Such Host

This message is generated when a host machine is unreachable. The problem may or may not be transient. In most cases, LISTSERV monitors the error messages and will automatically delete the user if the host continues to be unreachable for an extended period of time.

Solution: set the user to NOMAIL or DIGEST. If the message continues >3 days, use QUIET DELETE.

Mail Delivery Error #3: “Sender:”, “From:” or “Reply-To:” Found in Mail Body

This error occurs when LISTSERV sees the words “Sender:”, “From:”, or “Reply-To:”, followed by the list name, in the body of a message sent to the list. To prevent a possible loop, LISTSERV bounces the message to the list owner.

Solution: when you reply to a message from a LISTSERV list, be sure to delete the headers of the original message from your reply. If LISTSERV sees something resembling a To or Sender header mentioning the name of the list in the BODY of a message, it assumes that the message may be a bounce message and sends it to the list owner and NOT to the list.

Mail Delivery Error #4: "Spamming"

A "spam" is an advertisement or other unsolicited material sent to large numbers of mailing lists with no consideration for whether or not the material is appropriate for the lists it is being sent to. A single "spam" can result in the delivery of millions of unwanted e-mail messages worldwide, costing the victims and service providers a total of several hundred thousand dollars. The cost to the spammer is usually under five dollars.

Mail Delivery Error #4: "Spamming" (cont'd)

To be effective, a counter-measure must neutralize the spam within the first five minutes. Consequently, there is no time for all the LISTSERV servers to compare notes with each other before acting, and some legitimate postings may be intercepted erroneously.

Solution: none required. For 48 hours, LISTSERV will forward any suspected spams to you for review. If you determine that the message is legitimate, you have the option of forwarding it to the list.

Questions?



Other **LISTSERV** Topics: Subscribing a List to Another List

- **LISTSERV** allows you to include a list address as a subscriber on another list, known as the host list.
- This is useful, for example, if you have a subcommittee that should always receive mail from its parent committee, but not vice-versa.
- All postings sent to the host list will be automatically forwarded to the subscribed list.

Other **LISTSERV** Topics: Format for Subscribing a List to a List

QUIET ADD *listname sub-list@host description*

NOTE: When adding a list as a subscriber, be sure to add the keyword **QUIET**. Otherwise, **LISTSERV** will send notification to everyone on the subscribed list.

Other **LISTSERV** Topics: Example of Subscribing a List to a List

To: listserv@list.nih.gov
From: BRONNA COHEN <BRON@NIH.GOV>
Date: Tue, 19 Oct 1995 12:45:01 EDT
Subject: add list as a subscriber

quiet add cure tlc-l@list.nih.gov TLC list

In this example, all mail sent to the CURE list will be propagated to the TLC-L list as well.

Other LISTSERV Topics: Adding a Fax Address as a Subscriber

- LISTSERV allows you to include a fax gateway address as a subscriber on a list.
- Mail from the list will be sent to the NIH Email-to-Fax Gateway, which will convert the e-mail to a fax.
- Especially useful for subscribers who don't use e-mail, are not network connected, or simply prefer to receive information by fax.

Other LISTSERV Topics: Example of Adding a Fax Address as a Subscriber

ADD listname name%fax-number@FAX.NIH.GOV full name

Example:

To: listserv@list.nih.gov
From: BRONNA COHEN <bron@nih.gov>
Date: Tue, 30 Aug 1995 14:47:02 EDT
Subject: Add Fax Machine as Subscriber

add test-l B_Cohen%301-402-4759@fax.nih.gov Bronna Cohen

Other LISTSERV Topics: Query a Subscriber's List Settings

Use the QUERY command to determine an individual subscriber's list settings.

Query *listname* [WITH *option*] FOR *user@host*

Example:

```
query test-l for ryc@cu.nih.gov
query test-l with nomail for *@*
```

Other LISTSERV Topics: Output of QUERY Command

Date: Tue, 18 Jan 1995 16:44:38 -0500
From: <LISTSERV@LIST.NIH.GOV>
Subject: Output of your job "bron"
To: Bronna Cohen <bron@nih.gov>

```
> query test-l for ryc@cu.nih.gov
Distribution options for Carey Chin <RYC@cu.nih.gov>,
list TEST-L: Ack= Yes, Mail= Yes, Files= Yes,
Repro= Yes, Header= Short(BSMTP), Conceal= No
```

```
> query test-l with nomail for *@*
Distribution options for Thomas Mason <ZOM@cu.nih.gov>,
list TEST-L: Ack= Yes, Mail= No, Files= Yes,
Repro= No, Header= Short, Conceal= No
```

Other LISTSERV Topics: Changing A Subscriber's List Settings

Use the **SET** command to change list settings for an individual subscriber. The format is:

[QUIET] SET *listname options* FOR *user@host*

Valid options:

- MAIL/NOMAIL
- DIGEST/NODIGEST
- POST/NOPOST

Other LISTSERV Topics: HOLDing and FREEing a List

The **HOLD** command causes all mail to a list to be held by LISTSERV. The **FREE** command re-starts the mail.

The command formats are:

HOLD *listname* PW=XXXXXX

FREE *listname* PW=XXXXXX

Other **LISTSERV** Topics: LOCKing and UNLOCKing a List

The **LOCK** command temporarily blocks all subscribe and unsubscribe commands to the list. The **UNLOCK** command re-starts them. The command formats are:

LOCK *listname* **PW=XXXXXX**
UNLOCK *listname* **PW=XXXXXX**

NOTE: The list will automatically lock when you issue a **GET (HEADER** command if you do not specify the **NOLOCK** keyword.

Questions?



For Further Information

Check out the NIH LISTSERV Home Page at:

<http://list.nih.gov>

or

Consult with the LISTSERV Administrators online.

Send e-mail to:

LISTMASTER@LIST.NIH.GOV

or

Call the DCRT Technical Assistance and
Support Center (TASC)

at **(301) 594-DCRT (594-3278)**